



**Coupons and Discounts:** All coupons and discounts are taken when you drop off your clothing. We do not accept competitor coupons. Coupons are not valid with other discounts or specials and are subject to restrictions.

**Laundered Shirts:** The tenth (10) laundered shirt is always free with nine (9) regularly priced laundered shirts in the same visit. Dry-clean shirts and blouses do not qualify for the tenth (10) shirt. A laundered shirt is a 100% cotton or cotton-poly blend button front “arrow-style” dress shirt, long- or short-sleeved. We reserve the right to re-categorize and invoice the correct price on any item that may have been mis-designated at drop off. NOTE: Shirts may shrink.

**Detained Garments:** We reserve the right to detain a garment for further treatment, possibly delaying its return. Full payment is required for a delayed garment. Additional garments found in the order after drop off will be invoiced and processed. No partial payment, split payment on orders, or layaways are accepted. We accept cash or check at our 3000 Breton location or our 3909 Alpine location, and some credit cards and Sheldon gift certificates at all locations. No change is given for credit cards, refunds on gift certificates, checks, or credits. Order must be paid in full either at time of drop off or pick up. Sheldon Cleaners reserves the right to require pre-pay only on a case by case basis.

**Buttons and Trims:** Novelty and designer buttons and trims are processed according to the garment’s Manufacturer Care Label. We are not responsible for unexpected outcomes on these items, but we will attempt to provide a functional replacement. There is an extra charge to remove buttons and trims prior to cleaning and reattach them afterward. Replacements will be limited to a simple style that may not match the original, especially in the case of designer and novelty trims. Our obligation is to provide a functional replacement limited to \$20.00 per garment.

**Spots:** We do not guarantee removal of all stains and spots. Circumstances beyond our control may prevent us from successfully removing some stains and spots. Payment is required even when a stain cannot be completely removed. A release may be required for further attempts.

**Redos:** If you are unsatisfied with the quality of cleaning or pressing, we will redo the garment at no additional charge. The garment will need to be pre-paid prior to Sheldon reprocessing.

**Valuables:** We are not responsible for items left in pockets or items that are on garments, such as jewelry.

**Collections:** We reserve the right to collect payment on items that were serviced by Sheldon, regardless of the items being picked up. We will hold your order for up to one year after the drop off date. There will 5% storage fee for all orders held for over 90 days.

**Garment Analysis:** We are not liable for problems due to manufacturer’s error, consumer use (including normal wear and tear, elbow wear, and invisible stains, etc.), faulty or missing care labels, or hand-made articles and we do not pay claims for these problems. We offer professional in-house analysis on a garment upon customer request after payment of an order. We will offer further textile analysis in the laboratories of the Dry Cleaning and Laundry Institute for a \$50.00 charge, refundable to customer if we are found to be at fault. Both parties will agree to accept the Institute’s determination as the final word. All claims must be submitted within 24 hours of pick up. No claims will be accepted on garments that have been worn after processing. Any settlement is based on the original purchase receipt and is pro-rated according to the National Fair Claims Guide.

**The 1972 Care Label Rule:** Sheldon Cleaners processes each garment according to the manufacturers care label pursuant to the 1972 Care Label Rule of the Federal Trade Commission. The Manufacturer’s Care Label is required to provide proper garment care method for every component, including fabric, thread, interfacing, trims, dyes, etc. If any adverse outcome occurs from processing according to the care label, we will not accept responsibility. Some garments may require customer’s release before processing. We are not responsible for outcomes on handmade, homemade, antique, or heirloom items, or items missing a care label. We reserve the right to refuse any garment.